

**Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Peak Express Route 98A Wahiawa/Mililani Transit Center/Mililani Park-n-Ride**

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

Based on the following criteria, the proposal to eliminate the Downtown Honolulu to Waikiki segment of Route 98A does not meet the criteria for a "major" service change, and therefore, does not trigger the requirement for a Service Equity Analysis.

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2020:

Route 98A:	37,895
Eliminated segment:	2,041
Affected ridership:	5.4%

Background

TheBus Peak Express Route 98A was established many years ago during the heyday development of Mililani Town in Central Oahu on former agricultural lands (pineapple) to augment Peak Express Route 98 (Wahiawa/Mililani Park-n-Ride) and provide service to the newly constructed Mililani Transit Center, as well as extended service from Downtown Honolulu to Waikiki, a major employment center for Hawaii's tourist industry. Although, ridership on the Waikiki segment has been gradually decreasing over the years, due in part to the changing demographics of the area, the route remained intact and provided a transfer option in Downtown to Ala Moana and Waikiki.

Proposed Changes

The proposal eliminates the Downtown to Waikiki segment based on the decrease in ridership/service productivity attributable to the impacts of the ongoing pandemic (i.e. travel restrictions, emergency mandates, work from home, unemployment), and to address operating costs and budget/resource allocations. Transfer options in Downtown to Ala Moana and Waikiki are abundant since most trunk routes operate through the Central Business District. There will be no changes to scheduled trips.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their

comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard in-person interaction of proposed service change.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.